

ORIGINAL

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Dee May
Director
Federal Regulatory Affairs



November 22, 1999

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RECEIVED

NOV 22 1999

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CC Docket No. 99-295: In the Matter of Application of Bell Atlantic Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in New York

Dear Ms. Salas,

At the request of the Common Carrier Bureau Policy Division, please find attached a letter to Ms. Johanna Mikes in the Policy Division of the Common Carrier Bureau. It contains information that the Policy Division staff requested that we provide in the record in the above proceeding. We are filing a confidential portion of the submission and a redacted version of the entire submission. Specific information we are providing as requested contains confidential customer information.

As outlined in the Public Notice (DA-99-2014) issued by the FCC on September 29, 1999, the 20 page ex parte limit does not apply to this ex parte since Bell Atlantic is responding to direct questions raised by Commission staff and reviewed material contained in our original application.

Please feel free to contact me with any questions.

Sincerely,

Dee May
Attachment

Cc: A. Kearney
J. Mikes
E. Einhorn
J. Patterson

REDACTED—FOR PUBLIC INSPECTION

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Ms. Johanna Mikes
Common Carrier Bureau-Policy Division
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CC Docket No. 99-295: In the Matter of Application of Bell Atlantic Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in New York

Please find below responses to your information requests to be filed in the aforementioned proceeding. Please note that the attachments do contain confidential customer information.

1. Overview of Retail Pre-Ordering and Ordering Processes: The various OSS functions that are used in the retail environment are described at a number of places in Bell Atlantic's application and reply comments. (See, e.g., Miller/Jordan Decl. ¶¶ 17, 19, 24, 56-57, 64, 66, 68-69, 72, 79, 80-81; Dowell/Canny Decl. ¶¶ 45-46, 57, 63-65, 103, 110; Miller/Jordan/Zanfini Reply Decl. ¶¶ 37-39, 53; Dowell/Canny Reply Decl. ¶ 15.) These retail processes were discussed extensively with the CLECs during the OSS Collaboratives conducted under the auspices of the New York PSC and described in the Miller/Jordan Decl. at ¶¶ 94-96. The baseline documentation that was the output of the collaboratives then focused entirely on wholesale processes to meet the needs of the CLECs and to provide them with capabilities comparable to those available in the retail environment. (That documentation can be found at Appendix C, Vol. 30a-b, Tab 426, to Bell Atlantic's Application.) With the exception of a few specific items that Bell Atlantic addressed in its Reply Comments and below, commenters have not questioned whether the access to OSS that Bell Atlantic provides to CLECs is at parity with what Bell Atlantic's retail operations have.

As previously described in the Miller/Jordan Declaration, CLECs have access to the same underlying systems and capabilities as Bell Atlantic's retail representatives. Attachment 1 to this letter contains two process flow diagrams

showing Pre-Ordering and Ordering by a Bell Atlantic retail representative. As you will see, the underlying systems are the same for retail and wholesale operations. (Compare Miller/Jordan Decl. Attachments B and D.) A retail representative, however, must log in separately to each back-end OSS, must know which OSS contains the information they need, and must query the appropriate OSS individually, while a CLEC representative's queries and transactions are automatically directed to the appropriate back-end system by the Bell Atlantic gateway systems. See Miller/Jordan Decl. ¶ 24. (As shown in Attachment 1, for the subset of retail orders that can be entered using Direct Order Entry (DOE), representatives can "quick switch" between certain underlying pre-order OSS using the function keys on their terminal keyboards.) Attachment 2 to this letter shows two transactions as they appear to a retail representative using DOE and a CLEC representative using the Web GUI. The first is a new line; the second is a platform migration adding a feature (CLEC) and adding a feature to an existing line (retail).

2. The staff raised a question with respect to the list of pre-order systems in the Miller/Jordan Decl. ¶ 19, and asked whether both retail and CLEC representatives had access to the Work Force Administration System (WFA). WFA provides the installation status of service orders requiring a dispatch. CLECs obtain access to this information through the pre-ordering interface; retail representatives also have access to WFA to check this status. Moreover, as explained in the Miller/Jordan/Zanfini Reply Decl. (¶ 50), Bell Atlantic provides Open Query System (OQS) reports for both provisioning and maintenance to the CLECs. Bell Atlantic posts OQS reports three times each day. As a result, any status information transmitted by the Bell Atlantic technician during the day to the WFA system will be available with the next update. Bell Atlantic retains the reports for approximately 30 days so that CLECs can go back to check on earlier reports if desired. The OQS reports Bell Atlantic provides to CLECs were agreed to in negotiations during the collaborative proceedings described above. Bell Atlantic does not routinely provide jeopardy notices or OQS reports to its own customer service representatives. If a representative needs to answer a question from an end user, that representative must first check the status of the order in SOP or WFA. In most cases this provides sufficient information for the representative to answer a customer question. If the representative needs additional information, he or she must call the dispatch center. If a CLEC needs additional information beyond that available through the OQS reports, it can check the order status in SOP or the installation status (from WFA) through the pre-ordering interfaces. If further information is needed, the CLEC would have to call the TISOC or RCMC (for provisioning or maintenance, respectively). These support centers can call the dispatch foreman, if needed.

3. Partial Match Address Validation: As explained in the Miller/Jordan/Zanfini Reply Declaration (¶ 17), this function is used in the limited circumstance where an end-user living in a multi-unit or apartment building calls to

establish new service, and fails to provide a complete address (e.g., the apartment or unit number) where service is to be established. When the CLEC attempts to perform the address validation with an incomplete address, the system informs the CLEC that there are multiple units in the building. The CLEC must then provide the customer's apartment or unit number to complete the transaction.

A Bell Atlantic retail representative negotiating service with an end user who has called to establish new service will interview the end user to determine whether the customer's address is a multi-unit building and, if so, where service is to be established. As a result, the address submitted for validation by the Bell Atlantic retail representative is not incomplete, and the partial match function does not come into play. If, however, the Bell Atlantic representative were to submit an incomplete address, the system would provide the retail representative with the same notice that is provided to the CLEC, and the retail representative would also have to provide the customer's apartment or unit number to complete the address validation transaction. Attachment 3 contains copies of an address validation transaction as it would appear to a CLEC using the Web GUI to reach PREMIS and for the same address as it would appear to a retail representative using PREMIS.

With the August release, Bell Atlantic began replacing the PREMIS system with LiveWire. This enhancement had the effect of changing the way the address validation transaction for a partial match is performed. Again, this function arises only in the limited circumstances where the end user lives in a multi-unit building, is seeking to establish new service, and the representative fails to ask what unit he or she lives in. If the CLEC representative conducts the same type of interview with the end user as a Bell Atlantic retail representative does, the CLEC could determine what the end user's unit or apartment number is and submit a complete address for validation. In those circumstances, the partial match function does not come into play. If a representative, whether retail or CLEC submits an incomplete address, the system will prompt the representative to enter the apartment or unit number. A copy of an address validation transaction in Livewire, as it appears to a CLEC representative using the Web GUI to reach Livewire and as it appears to a retail representative using LiveWire is contained in Attachment 4.

4. GUI III: MCI WorldCom claimed that the Web GUI III (which is an enhancement of the Web GUI II now in commercial operation) created an unworkable situation for CLECs because only the representative who created an order could edit it and only the representative who opened a trouble ticket could check its status. (MCI p. 16) This makes no sense, because one enhancement achieved by implementing GUI III is the elimination of the Secure ID cards and institution of passwords in part to allow CLECs to administer access to the GUI for their own users. Bell Atlantic recently met with MCI WorldCom to try to understand what was causing MCI WorldCom's perception. After Bell Atlantic

reviewed the functionality of both GUI II and GUI III with MCI WorldCom at that meeting, MCI WorldCom then closed this issue.

5. Retail Loop Qualification Transaction: As previously explained, competing carriers have access to the same loop qualification database as Bell Atlantic's own retail representatives, and obtain the same information (and more). See Lacouture/Troy Declaration ¶¶ 84-85 & Reply Decl. ¶¶ 100, 102. This means that if a retail representative needs to check whether a customer's line is qualified for ADSL, he or she queries the same database as the CLECs. Attachment 5 is a copy of the screens a retail representative encounters to perform the transaction. He or she first logs onto PHOENIX (the system used for loop qualification transactions), then submits a Request Information (Attachment 5, p. 1). When the Loop Qualification query screen is returned, the retail representative must provide information on the loop for which qualification is requested. (Attachment 5, p. 2) Normally, this consists of populating the telephone number of the customer whose loop the representative is seeking to qualify. After this request is submitted, a Loop Qualification Response screen is returned. (Attachment 5, p. 3) As is shown there, the only information returned to the retail representative is a "Y" or "N" response indicating whether the address is qualified or not, and the maximum DSL speed the loop can support. If the response is "no," the retail representative cannot offer ADSL service to the end user.

CLECs can obtain more information from the loop qualification database than Bell Atlantic's retail representatives can. In addition to the Y/N indicator and maximum speed, CLECs also get loop length information. As a result, CLECs may learn that a 16,000-foot loop is ADSL-capable, while a Bell Atlantic representative will only get a response that the loop is not qualified. (See example of Web GUI loop qualification response available to CLECs, included in Bell Atlantic's ex parte dated November 12, 1999.)

If a loop is over 18,000 feet (not qualified), the CLECs still have the option of requesting a manual loop qualification which provides them more information, including whether there are load coils or DLC on the loop. In addition, while it is not required to do so, Bell Atlantic is developing the capability to provide loop length, load coils, DLC and spectrum interference (i.e. T1) rejection messages on a mechanized basis. In addition, Bell Atlantic is working with the CLECs as part of the New York PSC DSL collaboratives to determine whether other information would be useful and feasible to include in the database.

6. Measuring CORBA Response Times: The staff has asked when Bell Atlantic will begin reporting pre-order response times for CORBA transactions. Bell Atlantic began reporting EDI pre-order response times in August, following the use in production of that interface. (KPMG used EDI for pre-ordering in its functional, volume, and stress tests, and reported on response time performance. See Miller/Jordan Decl. ¶¶ 30-32.) As explained in the

Miller/Jordan/Zanfini Reply Decl. (¶ 21), Bell Atlantic has now begun to measure EDI response times for parsed CSR transactions following MCI WorldCom's use of this function in production. Similarly, now that AT&T has begun using CORBA for certain transactions in production, Bell Atlantic is in the process of determining the programming and development requirements for measuring CORBA response times using EnView. Preliminary indications are that a significant effort is involved. If EnView measurements cannot be developed in the short term, Bell Atlantic will implement an interim process to collect response times from production transactions until the EnView measurements can be implemented. Bell Atlantic expects to begin reporting CORBA response times in January with December data.

7. Staff asked for clarification of paragraph 104 and footnote 58 of AT&T's Crafton/Connolly Declaration. As Bell Atlantic has previously explained (see Miller/Jordan/Zanfini Reply Decl. ¶ 33), AT&T's assertion of a blanket one-third rejection rate is misleading and wrong. The order rejection rate for individual CLECs varies greatly, with some having as few as 3 - 5% of their orders rejected and others having as many as 70% or more rejected. Moreover, at the time Bell Atlantic's application was filed, many CLECs were avoiding AT&T's claimed "double whammy" for rejected orders simply by submitting their corrected orders as new orders, not as supplements. In any event, the flow through capability for "supplements on non-confirmed orders" referenced in Bell Atlantic's October 8 letter includes supplements to rejected orders, as long as the rejected order posted in Bell Atlantic's gateway system (DCAS). If the order was rejected before it posted, Bell Atlantic's gateway would not accept a "supplement" since it would have no record of the first order.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Dee May".

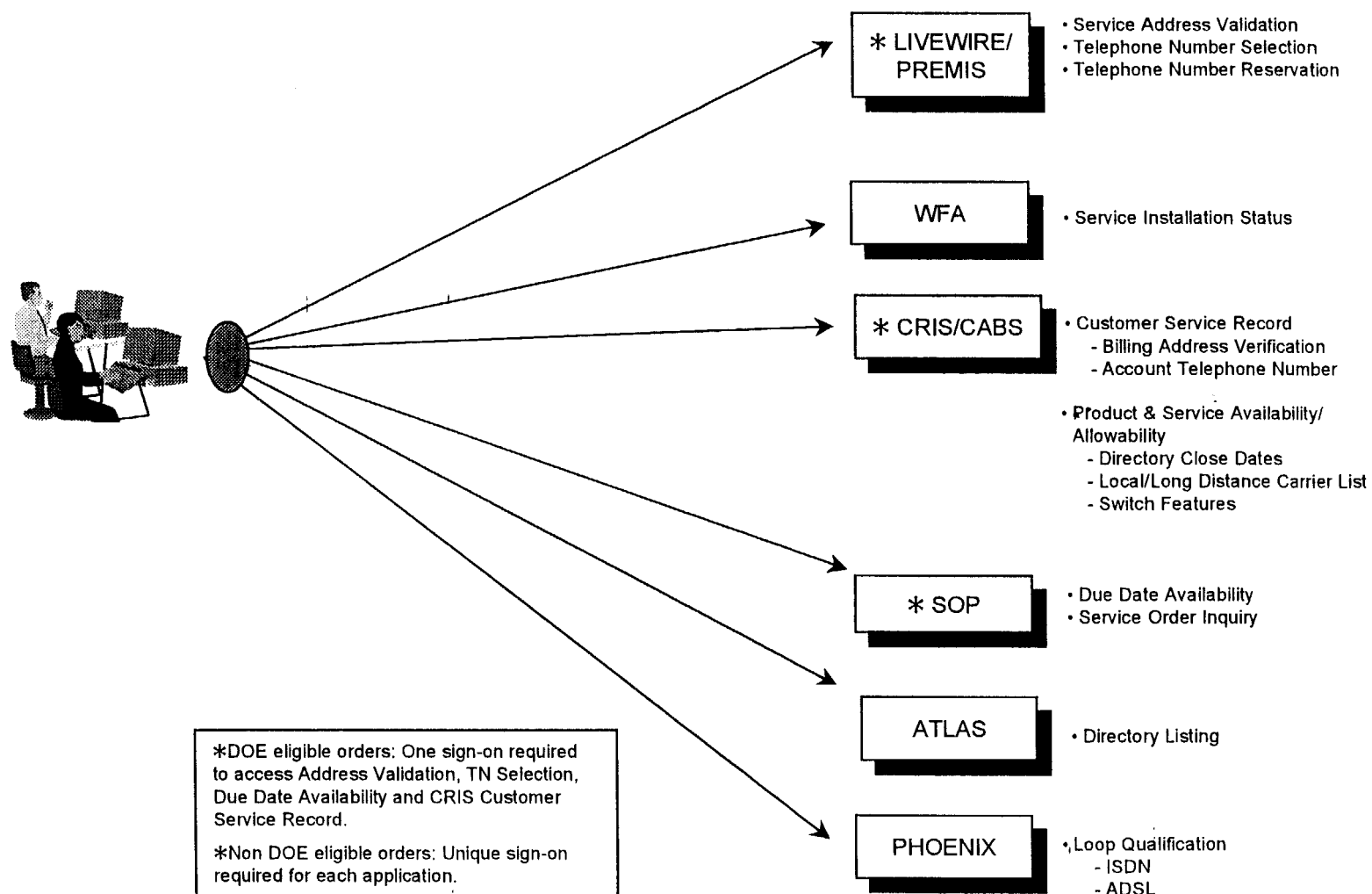
Attachment

Cc: A. Kearney
E. Einhorn
J. Patterson

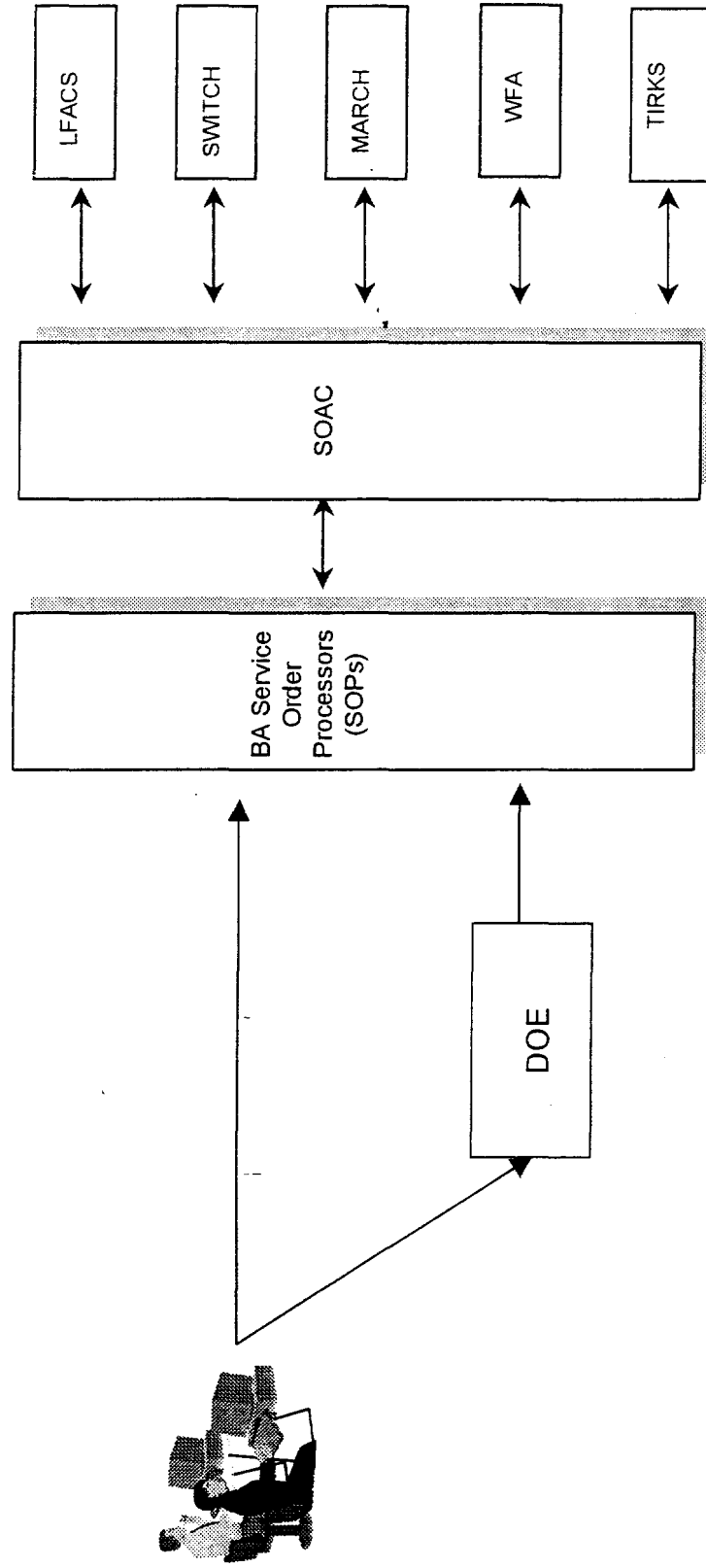
Attachment 1

Retail

Retail Pre-Ordering



Retail Ordering & Provisioning



Attachment 2

GUI—Wholesale

New Line Equivalent

Platform**Local Service Request**

Initiator Identification	lowndes
Activity	V
Account Telephone Number	516-979-4122
Company Code	ZTKP
Purchase Order Number	QATEST111902CL
Date and Time Sent	1999-11-19-0400PM
Appointment Code	w
Desired Due Date	1999-11-26
Initiator Telephone Number	212-395-2989
Service Center	CC00
Version	aa
Request Type	zb
Agency Authorization Status	Y

End-User Information

End-User Customer Name	c healy
------------------------	---------

Port Service**TNTER**

Line Activity	V
Blocking Activity	N
IntraLATA Presubscription Indicator Code	nc
InterLATA Presubscription Indicator Code	nc
Telephone Number/Terminal Number	516-979-4122

Directory Listing Information

Listing Activity Indicator	Z
Listed Name Last	healy
Record Type	lml
Listing Telephone Number	516-979-4122

Edit for Resubmission

Platform**Local Service Request**

Initiator Identification	lowndes
Activity	V
Account Telephone Number	516-979-4122
Company Code	ZTKP
Purchase Order Number	QATEST111902CB
Date and Time Sent	1999-11-19-0400PM
Appointment Code	w
Desired Due Date	1999-11-26
Initiator Telephone Number	212-395-2989
Service Center	CC00
Version	aa
Request Type	zb
Agency Authorization Status	Y

End-User Information

End-User Customer Name	c healy
------------------------	---------

Port Service**INTER**

Line Activity	V
Blocking Activity	N
IntraLATA Presubscription Indicator Code	nc
InterLATA Presubscription Indicator Code	nc
Telephone Number/Terminal Number	516-979-4122

FD

Feature Codes	esx
Feature Activity	N

Directory Listing Information

Listing Activity Indicator	Z
Listed Name Last	healy
Record Type	lml
Listing Telephone Number	516-979-4122

Edit for Resubmission

Attachment 2 (cont'd)

DOE--Retail

New Line

LI REDS RESPONSE - AVAILABLE LI 6
 CC BDT TRT C P M
 DEP RA RB TD
 MSG => (NL) NEW LINE - 1 AMT DUE

CLG PTY=> DOE TEST TN 555 555 5555 EX S EL N ORD#
 LA => 1123 MAIN OAD
 => COMM ANYTOWN ZIP 12345 AHN
 LOC=> DES PH REDS =>
 =>
 => CLG FR LIDT SS# 000 00 0000
 SA =>
 => COMM ZIP
 LN => HEALY OATD
 => F C DNA M DNA
 => NP SPNP NLST SPNL TLN COS COS NP NLST
 ENTER CURRENT OR PREVIOUS CUSTOMER INFO BELOW:
 SAGA PTN PLN STATUS
 PREMIS RESPONSE: BO LCL CT CNF
 STAT PLN
 PCOMM PTN CS PC
 DES
 SAGA
 13:03 111999 CBV STATUS => BYPASSED

LI REDS RESPONSE - AVAILABLE LI 6
 CC BDT TRT C P M
 DEP RA RB TD
 MSG => (NL) NEW LINE - 2 AMT DUE-

RMKT=> | *****
 | * DUPLICATE ORDER CHECK *
 | *****
 | ADDRESS => NOT FOUND
 | SS# 000-00-0000 REFUSED
 | =====
 | PLA =>
 | =>
 TELF | DGN =>
 MWS | YPH => HDG
 PC | => PDN
 CT CNF | ALST=> N
 PTN CS | NPMP=>
 STAT |
 NETWORK OF STARS |
 SELL: BENEFITS |
 LIFESTYLES |
 SUCCESSII | REDS=>
 13:06 111999 | CBV STATUS => BYPASSED

MSG => (NL) NEW LINE - 3 AMT DUE

RMKT=> | BILL=> BN SCSR

| =>

| C/O =>

| APT NBR=>

| ST ADR=> 1123 MAIN ST

| PO => ANYTOWN NY 12345

FGN the rest of the address is carried over from pg 1

TELF

MWS

PC

CT CNF

PTN CS

STAT

ORK OF STARS

L: BENEFITS

LIFESTYLES

SUCCESS!! | REDS=>

3:09 111999

| CBV STATUS => BYPASSED

CC BDT TRT C P M

DEP RA RB TD

MSG => NON-STUDENT CRED INFO - 4 AMT DUE

TN => 555 5555 BN => HEALY CRED VERIFIED

TEFPA XX XX XX CBR# EXT OFC

SS# 000 00 0000 XX R FIRST NAME CHRIS

EMPLOYMENT: SELF-EMPLD FIRM

TN#

EXT

ADDR TYPE BUS

RESIDENCY INFO: YRS CURR ADDR OWN RENT

LL/RNTG AGT

TN#

PREV ADDR

PREV TN#

HOW LONG CC DISC RSN

SOURCE OF INCOME (IF UNEMPLOYED): TYPE

ID#

MISC INFO (FIRM/RCH#;SPOUSE;ETC)

RMKS:

RMKS:

CC B DEP\$ TFLW SER# DT PD LOC

ADV PYMT\$ SER# DT PD LOC

13:11 111999

CBV STATUS => BYPASSED

CC BDT TRT C P M

DEP RA RB TD

MSG => (NL) NEW LINE - 5 AMT DUE

| LL => PROG ID CIN#

RMKT=>

| => SS#

		S&E => 1MR Y RMN 1FR 2FR 4FR 1SR
		=> ADL N TTR CF 3WC SP8 CW Y SP30
		=> GLD SLVR TT/CCS SPP DT
		=> LPIC NYC LPCA CN DT 11 19 99 3BL
		=> PIC ATX PCA SN DT 11 19 99 MERITS XX
TELF		=> PSEBO TBE BLKG PN BDAN
MWS		=> MTC PLAN: BASIC PLUS FSP
PC		=> QTY JJ LIE CPW
CT CNF		=> QTY JJ LIE
PTN CS		=> UA7 NMC NW1 NW2 LIE 742SA
STAT		=> MWS
NETWORK OF STARS		=> NBJ NSD NSQ NSS ACR HBG HBQ
SELL: BENEFITS		=> HBS CWID CM NNK EBD
LIFESTYLES		=> NLRSA EBD POR1X S8V
SUCCESS!!		=> WHO PIN CVM EBD
13:12 111999		CBV STATUS => BYPASSED

	CC	BDT	TRT	C	P	M
	DEP	RA	RB	TD		
MSG =>	(NL)	NEW LINE - 7	AMT DUE			

		S&E => PMRCC HBA BDVBO BDVBT
RMKT=>		=> TN
		=> TN
		=> TN
		=> TN
		BILL => BI T+M
		=>
		=>
TELF		=> IB BB TAR 500 this is auto populated if address validated via Prem
MWS		=>
PC		=>
CT CNF		=>
PTN CS		=> FGN LANG TCL LS CR HCP BLOC
STAT		=> BIR MLR N PRS PRS2
TWORK OF STARS		=> NPS
SELL: BENEFITS		=>
LIFESTYLES		=> NPS2
SUCCESS!!		REDS=>
13:14 111999		CBV STATUS => BYPASSED

Attachment 2 (cont'd)

GUI-Wholesale

Feature Change: Platform Migration Adding a Feature

Platform

Local Service Request

Initiator Identification	lowndes
Activity	C
Account Telephone Number	555-555-5555
Company Code	ZTKP
Purchase Order Number	QATEST111901CT
Date and Time Sent	1999-11-19-0300PM
Appointment Code	w
Desired Due Date	1999-11-26
Initiator Telephone Number	212-395-2989
Service Center	CC00
Type of Service	2nn
Version	aa
Request Type	zb
Agency Authorization Status	Y

End-User Information

End User Service Address: City	anytown
Service Address House Number	1123
Service Address Street Name	main
End User Service Address: State	NY
End User Service Address: Zip Code	12345
End-User Customer Name	C Healy

Port Service**TNTER**

Line Activity	N
Blocking Activity	A
Block	a
Port Type	LA
PCA Date	19991119
IntraLATA Presubscription Indicator Code	atx
InterLATA Presubscription Indicator Code	nyc
Telephone Number/Terminal Number	555-555-5555
LPCA Date	19991119

FD

Feature Codes	1mr
Feature Activity	N

FD -- Instance 2

Feature Codes	esx
Feature Activity	N

Directory Listing Information

Listed Address Locality	anytown
Listed Address State/Province	ny
Listed Address Zip Code	12345
Listing Activity Indicator	N
Listed Address House Number	1123
Listed Address Street Name	main
Listed Name First	c
Listed Name Last	healy
Listing Type	1
Record Type	lml
Style Code	SL
Listing Telephone Number	555-555-5555

Edit for Resubmission

Attachment 2 (cont'd)

DOE-Retail

Feature Change: Add Feature to Existing Line

DOE Screen, change for Existing Customer

Red indicates retail representative input:

LI 6 979 4122 894

LI 6

1FR U13 CC B BDT 111399 TRT 00000000000 C P M

CHRISTINE HEALY DEP RA 0107 RB 0114 TD 0084 .0825

(10) CHANGE - 1 AMT DUE 15.65

PG 1/5

PCL LOCL

|CLGPTY: mrs ORD#

NLST LY, CHRISTINE

|TYPE => C/T C/ML C/P C/S y

LA 8 SUMMERSET DR, SMITH TO |RSID =>

NY+ 11787

|NEW TN1 => NEW TN2 =>

LOC DES PH

|LST => LN OATD

—DIR

|=>

DEL 1,1

|=> F DNA

—BILL

|=> M DNA

BN1 CHRISTINE HEALY

|=> NP SPNP NLST SPNL

BA1 8 SUMMERSET DR

|=> COS COS NP NLST

PO SMITH TOWN NY

|=> PLA

11787

|=>

CCH 1

|=> DGN

COS 516 979-7625

|=> YPH HDG

GSN 50NYN XB

|=> PDN

STI LSWH 11-20-96

|=> NPMP ONLY ACTIVITY

LB 01000

|

|REDS =>

12:07 111999

|CBV STATUS =>

LI 6 979 4122 894

LI 6

1FR U13 CC B BDT 111399 TRT 00000000000 C P M

CHRISTINE HEALY DEP RA 0107 RB 0114 TD 0084 .0825

(10) CHANGE - 4 AMT DUE 15.65

PG 1/5

PCL LOCL

|S&E => CHN 1FR TO

MERITS xx

NLST LY, CHRISTINE	=> TTR CF 3WC SPB CWI CCS OUT
LA 8 SUMMERSET DR, SMITHTO	=> SP30 GLD SLVR LST CHG
NY+ 11787	=> TT/CCS SPP TRM 3BL
LOC DES PH	=> LPIC LPCA DT BINOLPIC
-DIR	=> PIC PCA DT BINOPIC
DEL 1,1	=> PSEBO Y/C NR9RC
-BILL	=> TBE I O BDAN
BN1 CHRISTINE HEALY	=> BLKG I O PN O,
BA1 8 SUMMERSET DR	=>
PO SMITHTOWN NY	MTC PLAN: BASIC PLUS FSP
11787	=> NSD NSQ NSS ACR
CCH 1	=> CWID CM NNK PS OUT EBD
COS 516 979-7625	=> NBJ HBS HBG HBQ
CSN 50NYNXB	=> HBA BDVBO BDVBT
STI LSWH 11-20-96	=> NLRSA EBD S8V
LB 01000	=> WHO PIN CVM EBD
	REDS=>
12:12 111999	CBV STATUS =>

LI 6

1FR U13	CC B BDT 111399	TRT 00000000000	C	P	M
CHRISTINE HEALY	DEP	RA 0107	RB 0114	TD 0084	.0825
	(10) CHANGE - 6	AMT DUE	15.65		

PG 1/5

PCL LOCL	S&E=>	TN
NLST LY, CHRISTINE	=>	TN
LA 8 SUMMERSET DR, SMITHTO	PMRCC =>	
NY+ 11787	BSX =>	UNRSTD PIN # RSTD PIN #
LOC DES PH	=>	R/U DNM SPH
-DIR	=>	R/U DNM SPH
DEL 1,1	=>	R/U DNM SPH
-BILL	=>	R/U DNM SPH
BN1 CHRISTINE HEALY	=>	R/U DNM SPH
BA1 8 SUMMERSET DR	TFC =>	TC1
PO SMITHTOWN NY	=>	TC2
11787	DD =>	11 30 ACC d APP w CD
CCH 1	PREM =>	NPA NXX BD GN VNS
COS 516 979-7625	RMKS =>	LME RTN ACC
CSN 50NYNXB	=>	RTN ACC
STI LSWH 11-20-96	=>	RTN ACC
LB 01000	LS =>	I O BLOC SAGA
	REDS =>	
12:18 111999	CBV STATUS =>	

1FR U13	CC B BDT 111399	TRT 00000000000	C	P	M
CHRISTINE HEALY	DEP	RA 0107	RB 0114	TD 0084	.0825
	(10) CHANGE - 7	AMT DUE	15.65		

PG 1/5

PCL LOCL	BILL =>	ZBM
NLST LY, CHRISTINE	DIR =>	DEL
LA 8 SUMMERSET DR, SMITHTO	=>	DDN

NY+ 11787
LOC DES PH
—DIR
DEL 1,1
—BILL
BN1 CHRISTINE HEALY
BA1 8 SUMMERSET DR
PO SMITHTOWN NY
11787
CCH 1
COS 516 979-7625
CSN 50NYNXB
STI LSWH 11-20-96
LB 01000

12:24 111999

| => DDA
| => DDA
| IDV => CRO
| => RO
| => MAP
| => INIT gmh TN 212 587 7807
| => SHC I O PCL
| => RSCP TN1 TN2
| BILL => BIR MLR PRS PRS2
| NPS
|
| NPS2
| NPS OUT NPS2 OUT RET HCP
|
| REDS =>
| CBV STATUS =>

Attachment 3

GUI-Wholesale

Validate Premise Address

Attachment 3 (cont'd)

Retail

Validate Premise Address

Attachment 4

GUI-Wholesale

Live Wire Address Validation

Attachment 5

Retail

Loop Qualification

REQUEST INFORMATION WINDOW

Negotiator: Gloria Guillette

703 974-6921

Inquiry Date: 10/18/1999

Customer

Request Name:

Customer Contact

First Name:

Last Name:

Daytime Reach #:

Ext:

Pager # / Fax #:

E-Mail Address:

Requestor Information

Requestor:

"Loop Qualification requests will be retained for 14 days from the date the request is created."

[Create DSL Loop Qual Inquiry](#)

[Return to Worklist Screen](#)

[Clear All Fields](#)

LOOP QUALIFICATION WINDOW

Save/ClosePrevNext

Customer Information

Telephone #: - State: NPANDX:
House #: Street # Suffix: Assigned House #:
Route #: Box #: Dir. Street Prefix:
Street Name:
Thoroughfare: Dir. Street Suffix: Floor:
Unit Type: Unit Info.: Struct. Type: Struct. Info.:
City: Zip Code:

Request Info

Loop Qualification

Memo Log

AddModifyDeleteClear All Fields

Qualified	Speed	Telephone#	Assigned House No.	House No.	House No. Suffix	Dir. Street Pref

Loop QualityRefreshOpen Loop Qual Response

LOOP QUALIFICATION RESPONSE WINDOW

Save Close Prev Next

Customer Information

Telephone #: 516 997-4419 State: NY NPANDOC: 1

House #: Street # Suffix: Assigned House #:

Route #: Box #: Dir. Street Prefix:

Street Name:

Thoroughfare: Dir. Street Suffix: Floor:

Unit Type: Unit Info.: Struct. Type: Struct. Info.:

City: Zip Code:

Add Modify Delete Clear All Fields

Qualified	Speed	Telephone #	Assigned House No.	House No.	House No. Suffix	Dir. Street Pref
Y	L7	516 997-4419				

Loop Qualify Refresh Open Loop Qual Response

Request Info
Loop Qualification
Memo Log

OPEN LOOP QUALIFICATION RESPONSE WINDOW

Save/Close Prev Next	
Customer Information	
Telephone #:	(516) 997-4412
State:	NY
NPAINOX:	
House #:	
Street # Suffix:	
Assigned House #:	
Route #:	
Box #:	
Dir. Street Prefix:	
Street Name:	
Thoroughfare:	
Dir. Street Suffix:	
Floor:	
Unit Type:	
Unit Info.:	
Struct. Type:	
Struct. Info.:	
City:	
Zip Code:	
ADSL Qualified: Yes	
Max DSL Speed: 7.1 MBPS	
Reason Not Qualified:	
ADSL Availability:	DSL Available
ADSL Available Date:	
LATA Code:	132
LATA Name:	New York Metro
Loop Length:	
Privacy Indicator:	
Wire Center:	WESTBURY
CLLI:	NYNYNYWE
Customer Name:	
Line of Business:	
Class of Service:	
Loop Qualification Date:	1999-10-15 17:37:04.0
Close	

Request Info.
Loop Qualification
Menu Log